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Superintendent
Jorge Carrasco

Printed on recycled paper



Programs *and* Services

Information for Seattle City Light Customers

July 2008

Dear Valued Customer,

Seattle City Light is a publicly owned utility dedicated to exceeding our customers’ expectations in producing and delivering environmentally responsible, safe, low cost and reliable power. We are committed to the best customer service experiences of any utility in the nation. This brochure provides general information about City Light’s programs and services. Contact phone numbers and Websites are listed. We encourage you to call us or to visit our Web pages if you need more information. General comments, questions, complaints can be emailed to **respond.SCL@seattle.gov**. Thank you.

Customer Service and Accounts(206) 684-3000
www.seattle.gov/light/accounts/
TTY, hearing and speech impaired.....(206) 233-7241
Out of area calls.....(800) 862-1181

Monday-Friday 7:30 a.m.-6 p.m.
Contact us regarding all account and billing matters as well as general utility information. Customers with limited English proficiency are encouraged to request interpreter services.

An account set-up fee is charged to new customers and existing customers opening a new account. A deposit is not required from customers who provide proof of satisfactory payment records or an established credit reference.

Automated Services:
Customers can open, transfer or close accounts at any hour, seven days a week at **www.seattle.gov/light/accounts/resa/**

Electrical Emergency Services
After-hours electrical emergencies(206) 706-0051

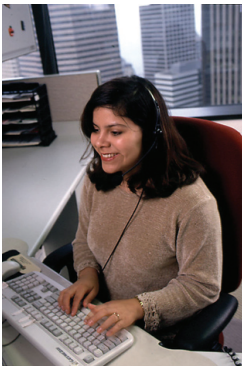
Assistance Programs(206) 684-3000
www.seattle.gov/humanservices/csd/utilityassistance
Reduced utility rates and payment assistance options are available for income-eligible seniors, disabled and low-income residents having trouble paying utility bills.

Automatic Bill Payment(206) 733-9100
www2.seattle.gov/html/citizen/ach/
City of Seattle utility bills may be paid automatically from your checking account. Apply for this service online, or mail a completed authorization form to:
Seattle City Light, Account Control
PO Box 34023
Seattle, WA 98124-4023

Billing Information(206) 684-3000
www.seattle.gov/light/accounts

All adults residing at a property are responsible for paying the electric bill including spouse, domestic partner and roommates, even if not listed on the electric service application. Visa and MasterCard credit and debit card payments are accepted online, by telephone and in person at all all payment locations. Customers may mail in payments to City Finance Department, PO Box 34017, Seattle, WA 98124-1017. Payment locations are listed on the back of your bill.

Call us right away about billing irregularities or if you are unable to pay by the due date. Information about rates, charges and policies is available online and upon request. When service has been disconnected for failure to pay bills, City Light is required to collect full payment before restoring service. An alternative is 50 percent payment and satisfactory payment arrangements for the entire amount due.



When changes occur in occupancy and/or property ownership, owners and tenants are equally responsible for notifying City Light within 10 working days. Otherwise, the owner may be billed for charges incurred by tenants and/or former owners, even if the bill is in the name of the tenant, or former owner.

Billing disputes (206) 684-3000
It's important that you contact us immediately if you think there's an error in your electric bill, or if you are using electricity and not receiving a bill. To avoid collection action, all undisputed charges must be paid by the due date.

Budget Billing Plan..... (206) 684-3345
www.seattle.gov/light/accounts/assistance
For residential and small general-service customers with account balances up to \$100. City Light divides the past annual electricity charge into equal billing installments and applies this amount over 12 months. This calculation is performed annually. Customers may apply by phone, online or by mail to Seattle City Light, PO Box 34023 (#2802), Seattle, WA 98124-4023.

Call Before You Dig.....1-800-424-5555
www.callbeforeyoudig.org
Call at least two working days before beginning any excavation.



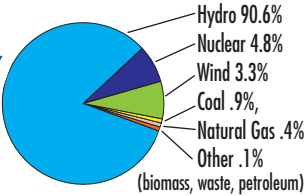
Conservation Information and Services..... (206) 684-3800
www.seattle.gov/light/conserves/resident
Conserving energy is an easy way for you to save money and to reduce your carbon footprint. Contact us for information about weatherization, efficient lighting and appliances and tips for saving energy.

Electrical Services
(Addresses north of Denny Way) (206) 615-0600
(Addresses south of Denny Way) (206) 386-4200
www.seattle.gov/light/electricservice
Property owners and builders: Call well in advance if you are planning a project impacting an electrical service. City Light staff can assist with electric service applications, guidelines, permitting requirements, temporary service disconnects and answer questions about electric services.



Fuel Use
www.seattle.gov/light/FuelMix/

The following fuels were used to generate the electricity City Light supplied in 2007.



Green Up with Renewable Energy (206) 684-8822
www.greenupseattle.org



City Light customers can choose to pay additional dollars (\$3, \$6, \$12 or more) each month to purchase new renewable energy. Demonstrate your commitment to the environment. Support clean energy.

Power Outages (206) 684-7400 (hotline)
www.seattle.gov/light/neighborhoods

Unplanned outages have many causes including wind, trees and accidents. Our crews respond quickly to repair outages. Call our hotline to find out about known outages or to report a new outage. Some outages are planned so crews can safely do repairs and upgrades to the electrical system. If we must temporarily disconnect your power, we make every effort to provide advance notice by mail or in person.



Customers who rely on electric powered life support equipment should register with City Light. Call (206) 684-3020 to get information about registration. It is critical for you to have emergency backup equipment with an alarm system to alert you if the power goes out.

Project Share (206) 684-3000
www.seattle.gov/light/help/share

Project Share is a City Light program funded by customer donations. This fund helps income-qualified customers with one-time emergency, electric bill payments. Customers can donate with each payment or make one-time payments. You can donate online, call to request a donation form, or mail a check to "Project Share" with your bill payment. Contributions are tax deductible and not used for administrative purposes.

Skagit Tours: Diablo Lake Adventure and Diablo Dam Good Dinner(206) 684-3030
www.SkagitTours.com



City Light conducts summer tours of its Skagit facility in the scenic North Cascades. The tour begins in Newhalem, WA, approximately three hours northeast of Seattle.

Streetlight Problems..... (206) 684-7056
www.seattle.gov/light/streetlight

Streetlight trouble? Contact us with the pole number (located 6 to 15 feet above the ground) and the nearest address. Streetlight reports can also be submitted online.

Tree Trimming/Power Line Clearance(206) 386-1663
www.seattle.gov/light/neighborhoods

Customers are responsible for keeping the electric service wires connected to their property free of vegetation, except for the 10 feet closest to the pole. If you need your service disconnected in order to trim or remove a tree, contact us two weeks in advance to make arrangements.

Note: This brochure is translated into Spanish, Vietnamese, Chinese, Somali, Tagalog and Korean. Call (206)-684-3000 for assistance. Interpreter service is available.
알림: 이 안내서는 스페인어, 월남어, 중국어, 소말리, 타가로그, 한국어로 제공됩니다. 도움이 필요하시면 (206) 684- 3000으로 전화하십시오. 통역 서비스도 가능합니다.
註: 本手冊有西班牙文、越南文、中文、索馬裏文、塔加路文與韓文譯本。請電(206)-684-3000 獲得幫助。有口語翻譯。
Ogeysiis: Waxaad helayaasaa bug gacmeedkan oo ku qoran luqadaha Isbaanish, Fiyetnaam, Shiinees, Soomaali, Tagalog iyo Kuuryaan. Si lagu caawiyo, waxaad soo wacdaa (206) 684-3000. Waxaad helayaasaa dad kuu turjuma.
Nota: Este folleto está disponible en español, vietnamita, chino, somalí, tagalog y coreano. Llame al (206)-684-3000 para más información. Servicio de interpretación disponible.
Paunawa: Ang polyetong ito ay makukuha sa Espanyol, Vietnamese, Chinese, Somali, Tagalog at Korean. Tumawag sa (206) 684-3000 para humingi ng tulong. May makukuhang mga tagapag salin ng salita o interpreter.
Luru y: Tờ thông tin này được chuyển ngữ sang tiếng Tây Ban Nha, Việt, Hoa, Somali, Tagalog và Hàn. Xin gọi số (206)-684-3000 để được giúp đỡ. Có dịch vụ thông dịch.